

Assessment Schedule – Communications 2

Clinical Assessment

Conditions

This summative assessment is to be carried out within the Otago Polytechnic student massage clinic.

The student's level of professional customer service is to be assessed over the entire semester of work with clients in the student clinic.

Resources

Students are permitted to bring their textbooks into the clinic.

The massage table drapes, lubricant and any additional equipment that may be required will be provided by Otago Polytechnic.

Assessor Guidelines

To be marked as competent, it must be clinical supervisor's judgement that the student normally (i.e. in 9/10 situations) meet the criteria for competency (C). A student must meet the criteria for competency by both clinical assessors in all areas to be **competent** in the assessment.

A student must meet 75% of the criteria for merit (M) to be given a **merit** for this assessment. Merit marks must be agreed on by both clinical supervisors.

Learning Outcomes

This integrated assessment aims to assess the following learning outcomes

- 1) Demonstrate the ability to professionally present themselves
- 2) Demonstrate professional phone booking and reception skills
- 3) Demonstrate effective therapist – client communication
- 4) Demonstrate effective team oriented communication
- 5) Demonstrate the key elements of premium customer service as it relates to massage therapy

EVIDENCE	JUDGEMENT	C (AR)	C (IH)	M ☑
Preparation – Presentation & Environment Evidence will be provided by the student's preparation of the environment and themselves.	Student's attire is professional			
	- Clean, professional black dress trousers /dress shorts - Clean Otago Polytechnic shirt and name badge - Comfortable, clean and odour-free shoes/trainers - Shoes worn to greet client - Body odour not apparent - Long hair pulled back - Hands and wrists are free of jewellery			
	Students nails are trimmed to appropriate length and filed.			
	Shoes are worn to greet client.			
	Student regularly contributes to keeping the reception and clinic rooms tidy			3
	Student consistently demonstrates a high level of professional presentation			3
Reception skills Evidence will be provided by the student's performance when greeting clients on entry to the student massage clinic.	Student greets client in a timely, professional and friendly manner			
	- Client is acknowledged within 3 seconds of entering reception area - Student uses welcoming greeting and smiles - Student uses eye contact			

Reception Skills Evidence will be provided by the student's performance when they answer the phone and in their role as the duty person.	Student answers phone in a friendly business manner • Uses friendly greeting • Identifies Student Massage Clinic in greeting • Uses personal name in greeting Student emails are written in a professional and friendly manner • Correct grammar and spell check are used • Begins email with a greeting including name of the recipient • Accurately states date and appointment times • Information is clear and concise • Personally signed off with clinic signature attached Student accurately and clearly records appointment bookings • Includes correct date and time, full client name, contact phone number and email address • Includes name of student taking booking • Booking is written in pencil			
				3
				3
Therapist – Client Communication : Interview Evidence will be provided by the student's communication with their client during the client interview.	Student's verbal communication is clear and audible Student's language is formal and avoids the use of slang Student uses appropriate non-verbal communication • Facial Expression • Gestures • Body Language and Posture • Proxemics ("personal space" 18inches - 4 feet) • Eye gaze • Haptics (Communicating through touch) Student listens to client with respect and empathy. Student uses open questioning.			
				3

Therapist – Client Communication: Massage Evidence will be provided by the student's communication with their client during the massage.	Student's verbal communication is clear and audible			
	Student's language is formal and avoids the use of slang			
	Student uses appropriate non-verbal communication • Facial Expression • Gestures • Body Language and Posture • Proxemics ("personal space" 18inches - 4 feet) • Eye gaze • Haptics (Communicating through touch)			2
	Student listens to client with respect and empathy.			
	Student responds to client communication appropriately			
	Student uses open questioning.			
Team Communication Evidence will be provided by the student's communication with other students	Student respects, listens, and communicates effectively with other team members. • Reception duties and problems are discussed and resolved. • Student demonstrates a friendly disposition with team members.			4
Customer Service Evidence will be provided by the student's overall customer service.	Student relates to client in a friendly manner during each part of the massage experience.			
	Student consistently demonstrates willingness to help client.			
	Student is consistently attentive and responsive to client needs.			
	Student consistently provides exceptional customer service			4
Competent / Not Competent		Marks towards a merit: / 25 (x2) =		